

**Legislative Finance Committee**  
**IT Project Portfolio: Post Implementation Report**

LFC Meeting Date:

1. Agency: Revenue
2. Project title: Imaging & Scanning
3. Executive sponsor: Alan Peura
4. Project close date: 5/31/13
5. Appropriated budget amount: \$3,242,905
6. Total project development cost: \$3,242,905
7. Expected ongoing annual cost: \$312,486 (\$133,486 annual maintenance contract, average of \$179,000 in yearly tax form changes.)
8. Year the ongoing annual cost started: FY 2012
9. Funding source(s) for ongoing cost: General Fund 01100
10. List the primary project goals:
  - Fulfill DOR's strategic initiative to implement effective technology.
  - Enhanced functionality will increase staff efficiency and improve service to Montana taxpayers and agency stakeholders.
  - Tax document handling and data entry processes will be changed to integrate with the imaging and electronic data capture technology.
  - Remittance processing flow will be enhanced to take advantage of current technologies.
  - Document management and retention policies and procedures will be updated to address the increased application of electronic document imaging, storage and retrieval.
  - Enhance intra-agency processing, routing, retrieving, and storage for tax documentation.
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	Key Objectives	Metric Used	Final Results
1	Decrease the time required to identify compliance issues by making the tax document available for auditing more timely.	Paper tax returns were boxed and shipped back and forth to various DOR office buildings in Helena	Electronic images of paper tax returns are available immediately to staff for review and confirmation of data on system

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	Key Objectives	Metric Used	Final Results
2	Improve efficiencies in remittance processing.	Paper checks were processed daily, manually batched and delivered to US Bank for daily deposit	Due to Check 21 implementation check images are deposited to US Bank as the daily deposit, reducing security risk and increasing revenues from earning interest.
3	Implement electronic imaging of incoming paper tax documents in order to more efficiently satisfy all document storage, retrieval, routing, retention and usage requirements.	Paper tax documents stored, retrieved, and routed between various DOR Helena offices; records stored for up to five years per statute	2011 Session HB103 modified length of time to hold paper tax documents that had been scanned to one year; electronic records management migration plans have been submitted to SOS for approval
4	Implement project phases on time.	Negotiations with DOR and contractors	Agreed upon phases implemented timely

12. List and describe all post-implementation issues that have arisen and, if they have been resolved, what was the solution. If they have not been resolved, describe actions taken so far and possible solutions. Also list and describe any possible concerns.

	Start Date	Resolved Date	Issues and Concerns
1			
2			
3			

13. Please add any additional comments the agency would like to provide to the committee, if any.

Main imaging functionality was implemented ahead of budget in early 2012. The remaining project budget was used to include additional scope above the initial charter, allowing for increased back-up and disaster recovery ability for the project image data.

Since close-out occurred well after initial project implementation, post project stabilization has occurred and Revenue has no outstanding issues or concerns relating to project implementation.